CONSUMER INFORMATION REQUIREMENTS

2011 CCCSFAAA Conference
Brian Heinemann, Copper Mountain College
Program Review Findings

- Policies not developed
- Policies not provided to students (SAP, R2T4)
- New consumer information requirements pursuant to HEOA not implemented
- Crime Awareness Requirements Not Met
  - Policies did not contain all required elements
  - Distribution of statistics and policies not adequate
  - Failure to report statistics on website or crimes reported in wrong category
Dissecting Requirements

- Effective date
- Type of Disclosure:
  - “Make available”
  - “Distribute”
- Method of Disclosure:
  - Catalog, Mail, Email, Website
- Distribute to:
  - Prospective students, enrolled students, parents, general public, employees
- Frequency of distribution:
  - One-time, annual, on-going
Categories of Requirements

- Institutional Disclosure Requirements
  - 36 categories

- Requirements Related to Student Loans
  - 9 categories
Regulatory References

- Consumer Information 34 C.F.R. 668, Subpart D
  - 668.41 Reporting and disclosure of information
  - 668.42 Financial assistance information
  - 668.43 Institutional information
  - 668.44 Availability of employees for information dissemination purposes
  - 668.45 Information on completion or graduation rates
Regulatory References

- Consumer Information 34 C.F.R. 668, Subpart D
  - 668.46 Institutional security policies and crime statistics
  - 668.47 Report on athletic program participation rates and financial support data
  - 668.48 Report on completion or graduation rates for student athletes
  - 668.49 Institutional fire safety policies and fire statistics
Regulatory References

- 34 C.F.R. Part 86 and Part 99
  - Part 86 – Alcohol & Drug Abuse – Sec. 86.100
  - Part 99 – Family Educational Rights and Privacy Sec. 99.7

- 34 C.F.R. 685.304
  - Loan Counseling – Entrance and exit counseling
    - HEOA amendments, effective August 2008, new regulatory requirements effective July 1, 2010, some specified later implementation dates
It’s an Institutional Responsibility

Typically, the following offices provide consumer information:

- General Campus Information/Admissions & Records
- Financial Aid Office
- Athletic Department
- Campus Security
- Disabled Students Services
- Human Resources
- Health Center
- Bookstore
- Library
General College Information

- Student statistics and diversity
- Tuition and Fees
- Academic program
- Accreditation, approvals, licenses & state authorization
- Graduation/Completion/Retention rates
- Complaint process (from campus all the way to the Chancellor’s site)
Peer–peer file sharing & copyright infringement policies and sanctions
Job placement rate information
Gainful Employment data and information
Career and placement services
Misrepresentation
Teacher Preparation Program Report
Licensed programs must link to the reporting agency to check Pass Rates
Retention/Completion/Grad

- Make available to prospective & enrolled students
- Retention
  - From annual IPEDS data
- Grad/Completion Rate
  - Cohort of degree/cert seekers who complete within 150% of timeframe by 8/31 of prior year
  - Transfer rates for cohort
  - Disaggregate by gender, ethnicity, Pell recipients, Stafford borrowers who do not have Pell, FA applicants who did not receive Stafford or Pell (community colleges and other 2-year schools do not have to report until 2011–12)
Admissions & Records

- FERPA
- Policy for accepting transfer credit
- Articulation agreements
- Voter Registration form distribution
- Definition of “credit hour”
- Application information
- Definition of valid high school diploma
Financial Aid Office

- Programs & Eligibility requirements
- Student loan information
- Consumer information on College Navigator posted by USED using IPEDS data
- Net Price Calculator (by 10/29/11)
- Code of Conduct for Private Education Loans
- Code of Conduct if you offer Direct Loans
- Preferred Lender Arrangements, annual report
  - Institution and affiliates—Disclose on website Title IV aid available, student choice
  - Truth in Lending disclosures – TILA sec. 128(e)(11)
- Contact information for Financial Aid assistance
FA Program Information

- All need and non-need based programs
- Loan terms & conditions
- Criteria for selecting recipients and determining awards
- Eligibility
- Rights and responsibilities
- Study abroad may be eligible for aid
- Terms & conditions of employment awarded as part of aid
- Exit counseling information
Financial Aid Office – cont’d

- Withdrawal policies & R2T4
- Satisfactory Academic Progress policy
- Availability of financial aid information
- Penalties for Drug Law violations
- Loan exit and entrance counseling requirements, including NSLDS site and private loan self-certification form
Athletics

- Intercollegiate Athletic Program participation rates
- Financial support provided to men’s sports and women’s sports
- Completion/Graduation & Transfer–out rates for student receiving athletically related student aid
Distribute to current students & employees, make available to prospective students:

- Annual Campus Crime Report including emergency response and evacuation information
- Fire Log & Fire Safety Report*
- Missing Persons Notification*
- Information to crime victims about outcome of campus disciplinary hearings
- Timely warnings and emergency notifications
- Make available Daily Crime Log

*required of institutions with on-campus student housing
Disabled Students Services

- Services offered to students with disabilities
- Facilities availability
- Provide consumer information in an easily accessible manner
- Website must be ADA compliant
Vaccination policy

Drug & alcohol abuse prevention program information distributed to students and employees annually

- Institutional standards of conduct & sanctions
- Legal sanctions
- Health risks
- Available counseling, treatment, rehab
- Biennial review of institution’s program/data on violations and sanctions (available, not distributed)

Drug Free workplace
Textbook Information
  ◦ Course schedule must include ISBN, retail price of books and supplemental materials
  ◦ If not available, designate “to be determined”

Copyright policies and sanctions
Incentive compensation
Definition of credit hour to determine program eligibility
High school diploma verification
Gainful employment
State authorization as a component of institutional eligibility for Distance Ed.
Disbursement of Pell in 1st week for books
Gainful Employment

- For programs that lead to gainful employment:
  - The names and Standard Occupational Classification (SOC) codes of occupations the program prepares students for
  - Links to occupational profiles on the Department of Labor's O*NET or its successor site
  - The on-time graduation rate for students completing the program
  - Tuition & Fees and link to total COA
  - Placement rate per NCES methodology when available. If rate is already required by accrediting agency, that must be disclosed by 7/2011
  - Median loan debt when provided by Dept of Ed. Stafford and private loans must be reported separately
Current Challenges with Disclosures

- Information may be inaccessible to consumers

- Decentralized information management – who is responsible for maintaining compliance?

- Web information “buried”
  - Adopt “3-click” rule
  - Do a ‘Search’ on item

- Inconsistent titles
  - Suggest adoption of consistent titles (NPEC pg. 8)
Working Together on Campus

- Distribute NPEC report to appropriate offices on campus
- Explain penalties for non-compliance
- Discuss at management meeting
- Call meeting of appropriate offices
- Establish Compliance Committee
- Make a presentation to the Board
- Article in college staff publication
Some Examples

Student Consumer Information

The Student Consumer Information regulations of the United States Department of Education require universities to provide students access to certain information to which they are entitled as consumers. It is Purdue's intention to provide complete and easy access to any information students need.

This PDF document provides a brief description, Purdue office addresses, phone numbers, and Web addresses for information that includes:

- Family Education Rights and Privacy Act
- Admissions
- Financial Aid
- Services and Facilities for Disabled Students
- Study Abroad
- Graduation Rates
- Campus Security

To view this document, you must use the Adobe Acrobat Reader. If you do not have the Acrobat Reader, it can be downloaded at no cost from Adobe.
Student Consumer Information

Federal regulations require all campuses to provide specified information to prospective and current students, staff and the general public. Listed below are those items that must be available for review in a federal regulation.

The federal Higher Education Act, the federal Equity in Athletics Disclosure Act (EADA), and regulatory guidance provided in the Code of Federal Regulations (CFR) require direct individual notices of prescribed information to certain target audiences including prospective students; currently enrolled students; current employees; parents, coaches and counselors of prospective student athletes; and the general public. Disclosures are to include crime/security statistics, student completion/graduation rates, FERPA privacy/security rights, financial aid program information, and gender-specific information on athletic participation and financial support.

«-- back to top

General Information
Right-to-Know

Student Consumer Information
Federal Student Disclosure Requirements

Amendments to the U.S. Higher Education Act require institutions participating in federally funded financial aid programs to make information about the institution available to current and prospective students. This website contains a comprehensive list of sources of information for students, employees and the university community.

- Academic Offerings and Regulations
- Accreditation
- Alcohol and Drug Policies
- College Portrait
- Athletic Programs
- Copyrighted Materials
- Disability Services
- Emergency Procedures
- Financial Statements (Audited)
- Licensure and Pass Rates
- Placement and Career Information
Resources – Statutory

- Higher Education Act
  - as amended October 2009 under the Higher Education Opportunity Act

- Truth in Lending Act (TILA)
  - regulations issued 8/14/09 by Federal Reserve

- Federal Regulations,
  - Chapter VI, 34 CFR 668

- Final regulations—
  - October 29, 2010
Resources – Regulatory Interpretation

- Dear Colleague Letter,
  - GEN–08–12

- Federal Student Aid Handbook,
  - Vol. 2, Chapters 3 & 6

- NPEC Report –
Resource Assistance

- USED Self-assessment tool

- USED San Francisco Team:
  - Martina Fernandez–Rosario (415) 486–5605
  - Gayle Palumbo (415) 486–5614
  - Dyon Toney –Wash DC (202) 377–3639
<table>
<thead>
<tr>
<th>Task</th>
<th>Requirements</th>
<th>Department</th>
<th>Contact Info</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>School policies on transfer of credit, including the criteria in uses regarding the transfer of credit earned at another school, and a list of any schools with which it has established an articulation agreement</td>
<td>Admissions</td>
<td></td>
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<tr>
<td>2</td>
<td>Information on graduation or completion rates</td>
<td>Admissions &amp; Records</td>
<td></td>
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<tr>
<td>3</td>
<td>The names of associations, agencies, and/or governmental bodies that accredit, approve, or license the school and its programs, and the procedures by which a student may receive a copy for review of the school's accreditation, licensure, or approval</td>
<td>Admissions &amp; Records</td>
<td></td>
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<tr>
<td>4</td>
<td>The instructional, laboratory, and other physical plant facilities associated with the academic programs</td>
<td>Admissions &amp; Records</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Information on placement of and types of employment obtained by graduates of the school's degree or certificate programs</td>
<td>Admissions &amp; Records</td>
<td></td>
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</tr>
<tr>
<td>6</td>
<td>Retention rates of certificate or degree-seeking first time full-time undergraduate students</td>
<td>Admissions &amp; Records</td>
<td></td>
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</tr>
<tr>
<td>7</td>
<td>The school's missing persons procedures and the student's option to designate a contact person</td>
<td>Admissions &amp; Records - ?</td>
<td></td>
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</tr>
<tr>
<td>8</td>
<td>Completion or graduation rates and, if applicable, transfer out rates for a specific cohort of the general student body. This cohort is of certificate or degree seeking, full-time, first-time undergraduate students</td>
<td>Admissions &amp; Transfer Center</td>
<td></td>
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<tr>
<td>9</td>
<td>Constitution Date</td>
<td>ASG</td>
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<tr>
<td>10</td>
<td>Athletic Program</td>
<td>Athletic Dept</td>
<td></td>
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</tr>
<tr>
<td>11</td>
<td>Textbook Information</td>
<td>Bookstore</td>
<td></td>
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<tr>
<td>12</td>
<td>Voter Registration</td>
<td>CA State Website</td>
<td></td>
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</tr>
<tr>
<td>13</td>
<td>The degree programs, training, and other education offered, and any plans the school has for improving the academic programs</td>
<td>Counseling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>A list of the faculty and other instructional personnel</td>
<td>Counseling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>The specific facilities and services available to disabled students</td>
<td>DSPS</td>
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<tr>
<td></td>
<td>Financial assistance information and information about the school's academic programs and policies</td>
<td>Financial Aid</td>
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<td>17</td>
<td>The cost of attending the school (tuition and fee, books and supplies, room and board, and applicable transportation costs, such as commuting and any additional costs of the program in which the student is enrolled or has expressed an interest</td>
<td>Financial Aid</td>
<td></td>
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</tr>
<tr>
<td>18</td>
<td>The need-based and non-need based federal financial aid that is available to students</td>
<td>Financial Aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>The terms and conditions under which students receive FFEL, Direct Loans and Perkins Loans</td>
<td>Financial Aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>The need-based and non-need based state and local aid programs, school aid programs, and other private aid programs, and other private aid programs that are available</td>
<td>Financial Aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>How students apply for aid and how eligibility is determined</td>
<td>Financial Aid</td>
<td></td>
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</tr>
<tr>
<td>22</td>
<td>How the school distributes aid among students (packaging policy)</td>
<td>Financial Aid</td>
<td></td>
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</tr>
<tr>
<td>23</td>
<td>The rights and responsibilities of students receiving aid</td>
<td>Financial Aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>How and when financial aid will be distributed</td>
<td>Financial Aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>The terms and conditions of any employment that is part of the financial aid package (work-study)</td>
<td>Financial Aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>The terms of, the schedules for, and the necessity of loan repayment and required loan exit counseling</td>
<td>Financial Aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>The criteria for measuring satisfactory academic progress, and how a student who has failed to maintain satisfactory progress may reestablish eligibility for federal financial aid</td>
<td>Financial Aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>A statement of the requirements for the return of FSA funds when a student withdraws from school, information about any refund policy with which the school must comply</td>
<td>Financial Aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>The requirements for officially withdrawing from the school - Return title IV</td>
<td>Financial Aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>The terms and conditions under which students receiving federal educational loans may obtain deferments</td>
<td>Financial Aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>Information on student body diversity in the categories of gender and ethnicity of enrolled, full-time students who receive Federal Pell Grants</td>
<td>Financial Aid &amp; Admissions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>32</td>
<td>Whom to contact for information on student financial assistance and who for general school issues</td>
<td>Financial Aid and Admissions</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Prevention of drug and alcohol abuse</td>
<td>Health Center</td>
<td>Could use Addiction help?</td>
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<tr>
<td>35</td>
<td>School policies regarding all vaccinations</td>
<td>Health Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>Policies and sanctions related to copyright infringement and liabilities students may face for unauthorized distribution of copyrighted materials</td>
<td>ITS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>37</td>
<td>Information on the types of graduate and professional education in which graduates of the school's 4-year degree programs enrolled</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>38</td>
<td>For schools that offer athletically related student aid, completion or graduation rates and, if applicable, transfer out rates of students receiving athletically related student aid, if the school offers athletic aid</td>
<td>N/A</td>
<td></td>
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<td>39</td>
<td>A completion or graduation rate for students who transfer into the school</td>
<td>N/A</td>
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<tr>
<td>40</td>
<td>The availability of a GED program, if the school admits students who don't not have a high school diploma or equivalent</td>
<td>OEC</td>
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</tr>
<tr>
<td>41</td>
<td>Information regarding the availability of FSA funds for study abroad programs</td>
<td>SAC if any - SCC doesn’t offer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>42</td>
<td>Information about the school's security policies and crime statistics report &amp; hate crimes</td>
<td>Security/Facilities/Admin Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>43</td>
<td>Campus security statistics and campus security policies</td>
<td>Security/Facilities/Admin Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>44</td>
<td>Emergency response and evacuation procedures to reach students and staff</td>
<td>Security/Facilities/Admin Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>The school's fire safety report</td>
<td>Security/Facilities/Admin Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>46</td>
<td>Student Code of Conduct</td>
<td>Student Discipline</td>
<td></td>
<td></td>
</tr>
<tr>
<td>47</td>
<td>A completion or graduation rate and transfer out rate for the students. A transfer out rate (required only if preparing students for transfer is part of the school's stated or implied mission)</td>
<td>Transfer Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>48</td>
<td>Complaint process - school's policy/procedures and then complaints that are elevated beyond the school when school's processes are exhausted</td>
<td>Student Services/Administration</td>
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<td></td>
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<td>Title</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>49</td>
<td>Gainful Employment Disclosures of Certificates programs</td>
<td>Academic Affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>50</td>
<td>Gainful Employment Reporting of Certificate program students - Nov-15-2011</td>
<td>Academic Affairs, IT, Faid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>51</td>
<td>SAP policy using new terminology as defined by the Feds (Warning, Probation)</td>
<td>Financial Aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>52</td>
<td>Web links for Programs requiring CA licensing to their respective agencies</td>
<td>Academic Affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>53</td>
<td>Net Price Calculator</td>
<td>Financial Aid</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Information Required to Be Disclosed Under the Higher Education Act of 1965: Suggestions for Dissemination
# SUMMARY OF HEA INSTITUTIONAL DISCLOSURE REQUIREMENTS

<table>
<thead>
<tr>
<th>Reference Number</th>
<th>Subject Area</th>
<th>Requirement Applies to</th>
<th>Requirement</th>
<th>How Disclosed</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Facilities and Services Available to Students with Disabilities</td>
<td>All Institutions Participating in Title IV, HEA Student Financial Aid Programs</td>
<td>HEA Sec. 485(a)(1)-(2) (20 U.S.C. 1092(a)(1)-(2)). Not changed by HEOA. 34 CFR 668.41(a)-(d), 34 CFR 668.43 October 29, 2009 FR notice (revised 34 CFR 668.43, added 34 CFR 668.231)</td>
<td>Each institution must make available to prospective and enrolled students information about facilities and services available to students with disabilities, including students with intellectual disabilities (as defined in 34 CFR 668.231). (See also subject # 6 for related reporting requirement.) Made available through appropriate publications, mailings, or electronic media</td>
</tr>
</tbody>
</table>
| 8                | Student Body Diversity               | All Institutions Participating in Title IV, HEA Student Financial Aid Programs          | HEOA Sec. 488(a)(1)(E) amended HEA Sec. 485(a)(1) (20 U.S.C. 1092(a)(1)): added HEA Sec. 485(a)(1)(Q) HEOA amendment effective August 14, 2008 | Institutions must make available to current and prospective students information about student body diversity, including the percentage of enrolled, full-time students in the following categories:  
  - male;  
  - female;  
  - self-identified members of a major racial or ethnic group; and  
  - Federal Pell Grant recipients.  
*Note:* The race/ethnicity and the gender data are collected in the IPEDS Fall Enrollment Survey. Information about Pell Grant recipients is collected for the prior year in the IPEDS Student Financial Aid Survey. Made available through appropriate publications, mailings, or electronic media |

*Note:* The URL for the institution’s website is collected in the IPEDS Institutional Characteristics Survey (IC).

*For more information:*  
[http://nces.ed.gov/ipeds](http://nces.ed.gov/ipeds)  
[http://nces.ed.gov/collegenavigator](http://nces.ed.gov/collegenavigator)
<table>
<thead>
<tr>
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<th>Requirement</th>
<th>How Disclosed</th>
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</thead>
<tbody>
<tr>
<td>9</td>
<td>Price of Attendance</td>
<td>All Institutions Participating in Title IV, HEA Student Financial Aid Programs</td>
<td>HEA Sec. 485(a)(1)-(2) (20 U.S.C. 1092(a)(1)-(2)). Not changed by HEOA. 34 CFR 668.41(a)-(d), 34 CFR 668.43</td>
<td>Each institution must make available to prospective and enrolled students information about the price of attendance, including tuition and fees, books and supplies, room and board, transportation costs, and any additional costs for a program in which the student is enrolled or expresses an interest. Made available through appropriate publications, mailings, or electronic media</td>
</tr>
<tr>
<td>10</td>
<td>Net Price Calculator</td>
<td>All Institutions Participating in Title IV, HEA Student Financial Aid Programs</td>
<td>HEOA Sec. 111 amended HEA Title I, Part C: added HEA Sec. 132(a), Sec. 132(h) (20 U.S.C. 1015a(a), 20 U.S.C. 1015a(h))</td>
<td>Institutions must make available on their websites by October 29, 2011 a net price calculator. The institution may use the template provided by the Department of Education or may develop a customized version that must include, at a minimum, the same elements as the Department's version. Made publicly available on the institution's website by October 29, 2011</td>
</tr>
<tr>
<td>11</td>
<td>Refund Policy, Requirements for Withdrawal and Return of Title IV Financial Aid</td>
<td>All Institutions Participating in Title IV, HEA Student Financial Aid Programs</td>
<td>HEA Sec. 485(a)(1)-(2) (20 U.S.C. 1092(a)(1)-(2)). Not changed by HEOA. 34 CFR 668.41(a)-(d), 34 CFR 668.43</td>
<td>Each institution must make available to prospective and enrolled students information about • the institution's refund policy; • requirements and procedures for official withdrawal; and • requirements for return of Title IV, HEA grant or loan aid. Made available through appropriate publications, mailings, or electronic media</td>
</tr>
<tr>
<td>12</td>
<td>Textbook Information</td>
<td>Institutions Receiving Any Federal Funds</td>
<td>HEOA Sec. 112 amended HEA Title I, Part C: added HEA Sec. 133 (20 U.S.C. 1015b)</td>
<td>To the maximum extent practicable, and in a manner of the institution's choosing, each institution must disclose on the institution's Internet course schedule used for preregistration and registration purposes, the International Standard Book Number (ISBN) and retail price information of required and recommended textbooks and supplemental materials for each course listed. If the ISBN is not available, the institution must include in the Internet course schedule the author, title, publisher, and copyright date for the textbook or supplemental material. Internet Course Schedule Notice in written course schedule (if applicable)</td>
</tr>
</tbody>
</table>

(15) Institutional and Program Accreditation, Approval, or Licensure
(16) Copyright Infringement Policies and Sanctions (Including Computer Use and File Sharing)
(19) Vaccinations Policies
(24) Retention Rate
(25) Completion/Graduation and Transfer-out Rates (Including Disaggregated Completion/Graduation Rates)
(27) Placement in Employment
(29) Types of Graduate and Professional Education in Which the Institution’s Graduates Enroll
(30) Intercollegiate Athletic Program Participation Rates and Financial Support Data

V. Information that must be made available to prospective students
(28) Job Placement Rates

VI. Information that must be provided to current and prospective students and their families
(L-9) Preferred Lender Arrangements
(L-9) Preferred Lender Arrangements Annual Report

VII. Information that must be provided to current students
(1) Notice of Availability of Institutional and Financial Aid Information
(4) Notice of Federal Student Financial Aid Penalties for Drug Law Violations
(5) Privacy of Student Records – Family Educational Rights and Privacy Act (FERPA)
(18) Drug and Alcohol Abuse Prevention Program
(20) - (21) Security Report or Notice of Security Report
(20) Timely Warnings and Emergency Notifications
(22) Fire Safety Report or Notice of Fire Safety Report
(23) Information for Crime Victims About Disciplinary Hearings
(31) Voter Registration Forms

VIII. Information that must be provided to current employees
(18) Drug and Alcohol Abuse Prevention Program
(20) - (21) Security Report or Notice of Security Report
(20) Timely Warnings and Emergency Notifications
(22) Fire Safety Report or Notice of Fire Safety Report
(L-7) Code of Conduct for Education Loans (agents with responsibility for private education loans or FFELP loans)